

RAAUZYUW RUEOMFA5066 2312319-UUUU--REACTCC REAMTIT REAOPOM REACFLO
REAMTLO REAPTCP REABMTC REAPTSF.

ZNR UUUUU

R 200211Z AUG 03

FM PTC EMAIL SYSTEM WASH DC

TO REACTCC/USA EMAIL CUSTOMER//MTMC//

INFO REACTCC/USA EMAIL CUSTOMER//MTOP/MTOP-O/MTOP-OM/MTOP-TSP/

MTOP-TSR/MTPAL/MTMC TCC/MTOP-TCP/MTOP-TPM/MTOP-TSF//

R R 192318Z AUG 03

FM CDRMTMC ALEXANDRIA VA

TO AIG 7591

AIG 7593

AIG 7595

AIG 7596

AIG 12481

INFO RUEAMTC/CDRMTMC ALEXANDRIA VA

ZEN/CDR599THTRANSOPTML WHEELER AAF HI

ZEN/CDRMTMC-PPD VAIHINGEN GE

ZEN/CDR599THTRANSOPTML WHEELER AAF HI

ZEN/COMNAVSUPSYSCOM MECHANICSBURG PA

ZEN/COMDT COGARD WASHINGTON DC

ZEN/CMC WASHINGTON DC

ZEN/DA WASHINGTON DC//DALO-TS//

ZEN/CDR USTRANSCOM TCJ3-TCJ4 SCOTT AFB IL

ZEN/HQ USAF WASHINGTON DC//ILGT//

BT

UNCLAS

QQQQ

SUBJ: PERSONAL PROPERTY ADVISORY MESSAGE - BLACKLOG AT NORFOLK AERIAL
PORT, VA
UNCLASSIFIED//

SUBJECT: PERSONAL PROPERTY ADVISORY MESSAGE - BACKLOG AT NORFOLK
AERIAL PORT, VA

1. THE MILITARY TRAFFIC MANAGEMENT COMMAND (MTMC) WAS NOTIFIED BY THE
AIR MOBILITY COMMAND (AMC) THAT THERE IS A BACKLOG AT THE NORFOLK
AERIAL PORT (NGU) FOR ALL INCOMING CODES J AND T SHIPMENTS. THE
BACKLOG IS RESULTING IN DELAYS BETWEEN 15 TO 30 DAYS. THE NORFOLK
AERIAL PORT IS TAKING STEPS TO CLEAR THE BACKLOG BY ADDING AUGMENTEES
TO ASSIST.

2. BASED ON THE ABOVE, PLEASE ENSURE THAT SERVICE MEMBERS ARE
INFORMED OF THIS DELAY DURING COUNSELING AT ORIGIN AND DURING
SHIPMENT STATUS INQUIRIES AT DESTINATION. ALSO, PERSONAL PROPERTY
SHIPPING OFFICES SHOULD REMIND SERVICE MEMBERS THAT INCONVENIENCE
CLAIMS CANNOT BE FILED AGAINST THE CARRIER FOR DELAYS CAUSED BY THE
GOVERNMENT. HOWEVER, IF IT IS DETERMINED THAT THE SHIPMENT DELAY WAS
PARTIALLY CAUSED BY THE CARRIER, AN INCONVENIENCE CLAIM MAY BE FILED
ONLY FOR THOSE DAYS ATTRIBUTED TO THE CARRIER. FOR EXAMPLE, IF THE
SHIPMENT MISSED THE RDD BY 30 DAYS AND IT IS DETERMINED THAT THE
AERIAL PORT WAS RESPONSIBLE FOR DELAYING THE SHIPMENT 20 DAYS AND THE
CARRIER 10 DAYS, THEN THE SERVICE MEMBER MAY FILE AN INCONVENIENCE
CLAIM ONLY FOR THE 10 DAYS ATTRIBUTED TO THE CARRIER.

3. FOR SCORING PURPOSES UNDER TQAP, CARRIERS WILL NOT BE PENALIZED
FOR THE DELAYS CAUSED BY NORFOLK. FOR EXAMPLE, IF A SHIPMENT MISSED
ITS REQUIRED DELIVERY DATE (RDD) BY 19 DAYS AND IT IS DETERMINED THAT
THE AERIAL PORT HELD THE SHIPMENT AN ADDITIONAL 20 DAYS THAN THEIR

ALLOTTED TIME, THEN THE SHIPMENT WILL BE CONSIDERED AS HAVING MET ITS RDD. IF A SHIPMENT MISSED ITS RDD BY 30 DAYS AND IT IS DETERMINED THE SHIPMENT WAS HELD BY THE AERIAL PORT 20 DAYS BEYOND THEIR ALLOTTED TIME, THEN THE SHIPMENT WILL BE CONSIDERED TO HAVE MISSED THE RDD BY 10 DAYS.

4. ADDITIONAL GUIDANCE WILL BE FORTHCOMING PROVIDING STATUS ON THE BACKLOG.

5. THIS IS A JOINT MTMC AND AMC MESSAGE.

6. POINT OF CONTACT IS THE OPERATIONS TEAM AT DSN 328-3495 OR (703) 428-3495, E-MAIL: PPOPS@MTMC.ARMY.MIL.

BT